



ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS) BHOPAL

Saket Nagar, Bhopal-462020 (India)

Website : www.aiimsbhopal.edu.in Email : sps@aiimsbhopal.edu.in

E-tendering Portal: <https://www.tenderwizard.com/AIIMSBHOPAL>

E-Tender Notice

PUBLIC TENDER

The Director, AIIMS Bhopal invites E-tenders in Two Bid System (i.e. Technical and Financial Bid) from reputed, experienced and financially sound Service Providers 'To provide Security Services for AIIMS Bhopal' through on line e-procurement portal i.e. <https://www.tenderwizard.com/AIIMSBHOPAL>.

TABLE-1

E-Tender No.033	Description	EMD (INR)
AIIMS/Bhopal/ P&S/ Security Services/ ET033	To provide Security Services at AIIMS Bhopal	18,26,000.00

Bidders can download complete set of bidding document from e-procurement platform <https://www.tenderwizard.com/AIIMSBHOPAL>

The e-tender notice and Tender documents is also available in our website: www.aiimsbhopal.edu.in

Bidders have to submit the bids online by uploading all the required documents through <https://www.tenderwizard.com/AIIMSBHOPAL>

Important Dates

S. No.	Event	Date	Time
1	Tender Publication Date	05.04.2019	10:00 AM.
2	Pre-bid Date	15.04.2019	3:00 PM
3	Clarification submission Date		
4	Bid Submission End date	30.04.2019	5:00 PM
5	Technical Bid Opening date	01.05.2019	3:00 PM at Central Stores Department, Hospital Building 3 rd Floor, AIIMS Bhopal

Bids for this tender will be accepted through online only. Manual bids will not be accepted under any circumstances.

The Director, Bhopal reserves the right to accept or reject any quotation in full or part thereof without assigning any reason.

**Sd/-
Senior Procurement cum Stores Officer
For & on behalf of AIIMS Bhopal**



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e-Tender 033 'To Provide Security Services for AIIMS Bhopal'

Manual bids will not be accepted under any circumstances.

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Exemption: Tenderers registered with NSIC (for sales & Service of Similar Items) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD. However, the respective firm / departments have to submit the relevant certificate (NSIC etc.) and financial limit to avail this exemption.

Clarification of bidding documents

A prospective bidder requiring any clarification of the bidding documents shall contact the service receiver in writing at the receiver e-mail address i.e. sps@aiimsbhopal.edu.in. The receiver will

respond in writing (e-mail) to any request for clarification, provided that such request is received not later than ten (10) days prior to the deadline for submission of bids.

Amendments in Bidding Documents

At any time till **7 (seven) days** before the deadline for submission of bids, the AIIMS Bhopal may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. AIIMS Bhopal shall not be responsible to notify the amendments to individual bidders. All amendments by the AIIMS Bhopal till 7 (seven) days before the deadline for submission of bids, shall be binding on the participatory bidders. For any query related with this E-tender vendors should contact at following details. **<https://www.tenderwizard.com/AIIMSBHOPAL> For E - tendering Queries contact Representative of ITI Limited (Bhopal). Email : twhelpdesk674@gmail.com , Mob: 09981783170, 9039006656. AIIMS Bhopal Email: spsa@aiimsbhopal.edu.in, 0755 - 2835055**

Chapter I

E-TENDERING INSTRUCTIONS TO BIDDERS

The bidders are required to submit soft copies of their bids electronically on the tenderwizard.com/AIIMSBHOPAL Portal using valid Digital Signature Certificates. The Instruction given below are meant to assist the bidders in registering on the tenderwizard.com/AIIMSBHOPAL Portal, prepare their bids in accordance with the requirements and submitting their bids online on the tenderwizard.com/AIIMSBHOPAL Portal.

More Information useful for submitting online bids on the tenderwizard.com/AIIMSBHOPAL Portal may be obtained at: www.tenderwizard.com/AIIMSBHOPAL

Instructions:

1. Tender Bidding Methodology: Two Stage Online Bidding

2. Broad outline of activities from prospective Bidders:

- i. Procure a Class III Digital Signature Certificate (DSC)
- ii. Register on the e-Procurement portal www.tenderwizard.com/AIIMSBHOPAL
- iii. Create Users on the above portal
- iv. View Notice Inviting Tender (NIT) on the above portal
- v. Download Official Copy of Tender Documents from the above portal
- vi. Seek Clarification (if required) to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS BHOPAL
- vii. Bid-Submission on the above portal.
- viii. Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Technical Part
- ix. Post-TOE Clarification on the above portal (Optional) – Respond to AIIMS BHOPAL’s Post-TOE queries.
- x. Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Financial Part (Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the above portal.

3. Digital Certificates:

For integrity of data and authenticity / non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration :

To use the Electronic Tender portal www.tenderwizard.com/AIIMSBHOPAL, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis-à-vis Authorized Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

Note: After successful submission of Registration details and Annual Registration Fee, please contact to the Helpdesk of the portal to get your registration accepted/activated.

5. The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
6. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
7. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
8. The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.

9. Bid submission

The bid shall be submitted online only at Tenderwizard portal i.e
<https://www.tenderwizard.com/AIIMSBHOPAL>

Broad outline of submissions are as follows:

- (i) Submission of Bid Parts (Technical & Financial)
- (ii) Submission of information pertaining to Bid Security/ EMD.
- (iii) Submission of signed copy of Tender Documents/Addendums.

10. The **TECHNICAL PART** shall consist of Electronic Form of Technical Main Bid and Bid Annexure. Scanned/Electronic copies of the various documents to be submitted under the Eligibility Conditions, offline submissions, instructions to bidders and documents required to establish compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.
11. The **FINANCIAL PART** shall consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any. Scanned copy of duly filled price schedule.

12. Offline Submissions:

The bidder is requested to submit the following documents offline to **The Sr. Procurement-cum Stores Officer, AIIMS Bhopal, Saket Nagar, Bhopal (MP) – 462020** on or before the date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (name of the work), the tender number and the words ‘DO NOT OPEN BEFORE’ (due date & time).

- (a) EMD-Bid Security in Original, in shape of FDR/BG only in favour of Director, AIIMS Bhopal, valid for a period 180 days.
- (b) Criminal Liability undertaking on Non-judicial Stamp paper of Rs.100/-
- (c) Undertaking of Terms & Conditions on Non-judicial Stamp paper of Rs.100/-

13. Public Online Tender Opening Event (TOE)

The e-Procurement portal offers a unique facility for ‘Public Online Tender Opening Event (TOE). Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

14. For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized. Every legal requirement for a transparent and secure ‘Public Online Tender Opening Event (TOE)’ has

been implemented on the portal. As soon as a Bid is decrypted, the salient points of the Bids are simultaneously made available for downloading by all participating bidders. The medium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'. The portal a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

15. Important Note: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement / e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of AIIMS BHOPAL by the bidders in time, then AIIMS BHOPAL will promptly reschedule the affected event(s).

16. Other Instructions

For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the home page.

17. Important Note: It is strongly recommended that all authorized organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.

18. The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

- a. Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.
- b. Register your organization on the portal well in advance of your first tender submission deadline on the portal
- c. Get your organization's concerned executives trained on the portal well in advance of your first tender submission deadline on the portal
- d. Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc.)

19. While the first three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above. Digital Certificate(s) Vendors Training Program Necessary training to each and every registered bidder under this portal shall be impacted by the ASP, M/s ITI, Bhopal, if required, before participation in the online tendering.

20. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.

21. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.

22. In case of Offline payments, the details of the Earnest Money Deposit (EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.
23. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
24. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
25. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

For any further assistance, please contact Representative of ITI Limited (Bhopal) at email: twhelpdesk674@gmail.com, Mob: 09981783170, 9039006656, AIIMS Bhopal Email: sps@aiimsbhopal.edu.in, 0755-2835055

Chapter-II

ELIGIBILITY CRITERIA

1. GENERAL :-

The present e-tender is being invited for availing security services under which they shall provide Security Personnel to safeguard AIIMS Bhopal properties (i.e. building, equipment's, materials) patient and staff. The required numbers of security personnel are 18 Supervisor, 300 Trained Security Guards (without Arms) & 6 Trained Security Guards (with Arms). The number may vary (decrease/increase) as per actual requirement of the institute.

2. ELIGIBLE SERVICE PROVIDERS :-

2.1 The Service Provider should have registered under Indian Registration Act 1908 / Indian Partnership Act 1932/ Companies Act 1956, providing similar kind of services for three years during the last five years (i.e. providing security services through Ex-servicemen/ Civil Guards) in Hospitals/ Educational/ Research Institutions, Universities run by Central Government/ State Government Departments, Public or Private Sector Companies/ Undertakings, Autonomous Bodies.

2.2 The Service Provider must have an average annual turnover of **Rs. 2.74 Crore (Rupees Two Crore Seventy Four Lakh only) or more** during the last three Financial Years i.e. 2015-16, 2016-17 & 2017-18 which should be certified by the Chartered Accountant.

Self-attested Copies of the following documents **pertaining to Security Services** should be also submitted along with the Technical Bid.

- (a) Audited Copies of annual account duly attested by the Chartered Accountant of last three years i.e. 2015-16, 2016-17 & 2017-18
- (b) Income tax return for last three years
- (c) GST Registration certificate
- (d) GST Return 1 filed for Last one year
- (e) GSTR-3B (is a monthly self-declaration) filed for last one year ending 31st December 2018.
(GST Return should be for Security Services. If not found for same work then Agency will be disqualified in Technical Evaluation.)
- (f) Copy of PAN Card.
- (g) ESIC and EPF registration certificates.
- (h) Registration certificates under contract Labour (R&A) Act 1970.
- (i) Registration under private Security Agencies (Regulation) Act 2005
- (j) Copy of proof of depositing contribution towards EPF, ESI & Service Tax ending last quarter Dec 2018
- (k) Undertaking to provide security services to AIIMS Bhopal in **Annexure-E**
- (l) Undertaking of ineligibility by any Authority in **Annexure-F**
- (m) Details of Services completed in last three years **Annexure-G**
- (n) Performance report from concern organization in **Annexure-H**

3. The Registered /Branch Office in Bhopal is necessary if the contract is awarded to the vendor. The address of the registered company along with name of contact person with cell phone no. will be furnished to the institute within 30 days from the date of issue of NoA. In case no office is available presently at Bhopal, the same shall be opened within 30 days of award of contract.

4. The Service Provider should have sufficient employees on its rolls specifically trained for Security Services. Full list of the employees, viz., name, age, employee code, designation, experience in the field of Security Services., PF, ESI deduction and details etc. should be attached with the Technical Bid, document in support of GST, ESI, EPF deduction and details

of the health and safety measures the Service Provider has taken for his workers should also be attached with the technical bid.

5. The Service Provider should have minimum experience of last three years ending last day of month previous to the one in which tender is invited and should be either of the following and should submit the self- attested copies of such orders along with technical bid in token of documentary proof.
 - (a) The bidder must have executed **One** work order of similar nature of value equal to **Rs. 7.31 Crore (Rupees Seven Crore Thirty One Lakhs)** or more from any Govt. / Semi Govt./ PSUs/Govt. Undertakings /Large Corporate Super-specialty Hospital's in last three years. **OR**
 - (b) **Two** work order of similar nature of value equal to **Rs 4.56 Crore (Rupees Four Crore Fifty Six Lakhs)** or more each from any Govt. / Semi-Govt. / PSUs / Govt. Undertakings / Large Corporate Super-specialty Hospital's in last three years. **OR**
 - (c) **Three** work order of similar nature of value equal to **Rs. 3.65 Crore (Rupees Three Crore Sixty Five Lakhs)** or more from any Govt./ Semi Govt./ PSUs/ Govt. Undertakings/Large Corporate Super-speciality Hospitals in the last three years.
6. Service Provider have to submit minimum three satisfactory completion certificates from the Principal Employers in support in **Annexure G**, failing which the information is liable to be treated as invalid.
7. The Service Provider must have a valid license under the Private Security Agencies (Regulation) Act, 2005. If the validity of license is going to expire during currency period of contract, it is obligatory for the Service Provider to get the validity renewed for such a period which should cover the period of contract including extension period if any.
8. The Service Provider engaged in the rehabilitation and resettlement of ex-servicemen should be empaneled / registered with DGR.
9. The Service Provider should submit self-attested copy of **license valid as on date of opening of technical bid under the Contract Labour (R&A) Act 1970** in respect of any employer (s) for whom the Service Provider is currently undertaking the work of providing security services through contract.

Chapter-III

INSTRUCTIONS TO SERVICE PROVIDER

1. Eligible agencies are advised to visit the AIIMS Bhopal to get the on site assessment of the work on any working day between **10:00 am to 5:00 pm** by taking permission from the Director, AIIMS Bhopal.
2. The declaration in the prescribed proforma (**Annexure -C**) should be submitted along with the Technical Bid.
3. The Technical Bid should be accompanied by an **Earnest Money Deposit (EMD) of Rs 18,26,000.00 (Rupees Eighteen Lakh Twenty Six thousand only)** in the form of FDR or Bank Guarantee from any scheduled Bank drawn in favour of Director AIIMS Bhopal payable at Bhopal. In the absence of EMD, the tender shall be summarily rejected. The earnest money shall be refunded to the unsuccessful Service Provider after finalization of the contract. It shall be refunded to the successful Service Provider on receipt of the performance security deposit. No interest is payable on the EMD.
4. All entries in the tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.
5. The bid shall be valid for **180 days** from the date of opening.
6. The Service Provider shall quote for all categories failing which the bid shall be considered non responsive.
7. Tender incomplete in any form will be rejected outright. Conditional tenders will be rejected outright.
8. The tender shall be opened **on 01.05.2019 at 15.00 hours** conference hall in 3rd Floor Hospital Building, AIIMS Bhopal, Saket Nagar, Bhopal in the presence of the authorized representative of the Service Provider, who wish to be present at that time. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the Director to check all relevant documents for their authenticity and the Service Provider whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
9. No Service Provider will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand Forfeited.
10. In case the successful Service Provider declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
11. A formal contract shall be entered into with the successful Service Provider within a period of 15 days. In this contract, the successful tenderer shall be defined as Service Provider.
12. The successful Service Provider will have to deposit a Performance Security Deposit of 10% of total estimated annual cost of the contract in the form of Bank draft /Fixed Deposit Receipt/ Bank Guarantee of scheduled bank in favour of Director AIIMS Bhopal as per the prescribed format attached as **Annexure – G** payable at Bhopal valid for 60 days beyond the expiry period of contract. The limit /period of performance security deposit will be enhanced/renewed as may be warranted under the prevailing circumstances during the currency of contract or as the case may be.

13. The successful Service Provider will have to deposit the Performance Security and commence the work within 15 days of acceptance of offer otherwise the NoA will be cancelled and EMD forfeited.
14. Each page of the tender documents and papers submitted should be **numbered signed and stamped** by the authorized signatory in acceptance of the terms and conditions laid down therein.
15. The Director, AIIMS Bhopal reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
16. The competent authority of AIIMS Bhopal reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

Chapter-IV

GENERAL TERMS AND CONDITIONS (GTC)

1. The security personnel provided shall be the employees of the Service Provider and all statutory liabilities will be paid by the Service Provider such as ESI, PF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the Institution and if any change is required on behalf of Institution fresh list of staff shall be made available by the Service Provider after each and every change.
2. The Service Provider shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Private Security Agencies (Regulation) Act, 2005 and Minimum Wages Act, Contract Labour (Regulation and Abolition) Act 1970. EPF Act, ESI Act and various other Acts as applicable from time to time with regard to the personnel engaged by the Service Provider for the AIIMS Bhopal.
3. Service provider needs to comply with the reservation roster policy of Govt. of India.
4. The antecedents of security staff deployed shall be got verified by the Service Provider from local police authorities and an undertaking in this regard to be submitted to the Administrative Officer. The Service Provider shall submit copies of the discharge books of ex-servicemen to administration, before their deployment.
5. The Service Provider will maintain an attendance register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of the AIIMS, Bhopal.
6. The Service Provider shall mandatorily make provision for biometric attendance for all its manpower deployed at AIIMS, Bhopal. The service provider has to provide and maintain sufficient number (minimum 10 Nos) of **Biometric attendance** device at his own cost for recording attendance of his all employees deployed in the institute.
7. All liabilities arising out of accident or death while on duty shall be borne by the Service Provider.
8. Adequate supervision will be provided to ensure correct & effective performance of the security services in accordance with the prevailing assignment and instructions agreed upon between the two parties. The security personnel shall ensure that there is no unidentified/unclaimed/suspicious objects/person in the buildings/premises of Institution. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places. Trolley mirrors will be used for the inspection of four wheelers/other vehicles.
9. Service Provider and its security staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the AIIMS premises.
10. The Service Provider shall have his own Establishment/Set up/Mechanism to provide training to guards to ensure correct and satisfactory performance of his duties and responsibilities under the contract.
11. That in the event of any loss occasioned to the AIIMS Bhopal, as a result of any lapse on the part of the Service Provider as may be established after an enquiry conducted by the AIIMS, such loss will be made good from the amount payable to the Service Provider. The decision of the Director AIIMS Bhopal in this regard will be final and binding on the Service Provider.

10. The Service Provider shall do and perform all such Security services, acts, matters and things connected with the administration, Security Officer in-charge or any other officer / committee nominated for this work will conduct the surprise check during the has visit to ensure that the arrangements made by the Service Provider is found in accordance to such directions, instructions issued from time to time which have been mutually agreed between to the parties.
11. The AIIMS Bhopal shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Service Provider reserves the right to change the staff with prior intimation to the Director, AIIMS Bhopal.
12. The Service Provider shall be responsible to protect all properties and equipments of the AIIMS entrusted to it.
13. The personnel engaged by the Service Provider shall be smartly dressed in neat and clean uniform and are required to display photo identity cards, failing which it will invite a penalty of **Rs.300/-** on each occasion. The penalty on this account shall be deducted from the Service Providers bills.
14. The personnel engaged should be of robust physique and project an image of utmost discipline. They have to be extremely courteous with pleasant mannerism in dealing with the Staff/Patients/Attendants. The AIIMS Bhopal shall have right to have any person removed in case the security personnel is not performing the job satisfactorily. The Service Provider shall have to arrange the suitable replacement in all such cases.
15. The eight hours shift will normally commence from **8:00AM to 4:00 PM, 4:00 PM to 12:00AM, 12:00AM to 8:00AM**. But the timings of the shift are changeable and can be fixed by the AIIMS Bhopal from time to time depending upon the requirements.
16. The security personnel deployed by the Service Provider shall work under overall supervision & direction of the AIIMS administration. The AIIMS administration shall specify the services of guards to be obtained in each shift.
17. The reimbursement of wages paid would be made on monthly basis for all shifts deployed by the Service Provider based on the attendance sheets duly verified by the concerned In-charge of the Institute.
18. The Service Provider shall deposit EPF and ESI of both employer and employee share within 15th day of the month of payment for the security personnel engaged from own account and prefer the bill to the AIIMS Bhopal for reimbursement of employer share only.
19. The Service Provider along with reimbursement claim bill will submit self-attested copy of ECR of EPF, ESI & GST with the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
20. No other claim on whatever account shall be entertained by the AIIMS Bhopal. The Service Provider will ensure that personnel's engaged by him are paid their wages on monthly basis in time. To ensure this requirement, the following procedure will be adopted:-
 - a) Service Provider shall pay wages monthly by 10th of each ensuing month. Disbursement of wages on monthly basis shall not be linked to the payment of reimbursement bill by AIIMS Bhopal.
 - b) Payment to such workers must be made on line or to credit directly to Bank A/C. To ensure this, service providers will get a bank account opened for every engaged worker.

- c) In order to ensure that entitled wages are disbursed by 10th of the ensuing month, the following schedule will be adhered to:
- i) Month means the total number of days in a calendar month
 - ii) Monthly bill cycle will be from 1st day of the previous month to last day of the month.
 - iii) Monthly bill as per above cycle, will be submitted by the service provider in the first week of next month.
- d) The service provider must ensure that entitled wages of the workers are disbursed latest by 10th of the ensuing month. Service provider will not be given any relaxation in this matter.
- e) While submitting the bills for the next month, the service provider must file a certificate, certifying the following.
- i) Wages of workers were credited to their bank accounts on (date).
 - ii) ESI contribution related to workers amounting to Rs.....was deposited on (date) (copy of challan enclosed)
 - iii) EPF contribution relating to workers amounting to Rs.was deposited on (date) (copy of challan enclosed)
 - iv) He is complying with all statutory Labour Laws including minimum wages act.
- f) The service provider should submit the bill in accordance with the above time schedule.
- 21.** Any damage or loss caused by Service Providers personnel to the AIIMS Bhopal in whatever form would be recovered from the Service Provider.
- 22. The AIIMS Bhopal will brief the Service Provider about the security perception and its sensitivity to the personnel to be deployed by the Service Provider under the contract 2 to 3 days prior to the commencement of the Contract and this period will not be counted as shift manned by Service Providers personnel for the purpose of payment under the contract.**
- 20**
- (a) In case any of Service Providers personnel(s) deployed under the contract is (are) absent, a penalty equal to (double) the wages of number of guards/supervisors absent on that particular day shall be levied by the Institution and the same shall be deducted from the Service Providers bills.
 - (b) In case any of Service Providers personnel deployed under the contract fails to report in time and Service Provider is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of **Rs. 200/-** per vacant point per shift be deducted from the Service Providers bill.
 - (c) In case any public complaint is received attributable to misconduct/misbehavior of Service Providers personnel & is assessed as true by AIIMS Administration, a penalty or **Rs.500/-** for each such incident shall be levied and the same shall be deducted from Service Providers bill. Besides the Security Guard found involved in the incident shall be removed from the Institute immediately.
 - (d) In case the Service Provider fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, Institution reserves the right to impose the penalty as detailed below:-
 - i) 1% of annual cost of order/agreement per week, up to four weeks delay.
 - ii) After four weeks delay the Institution reserves the right to cancel the contract and withhold the agreement and get this job carried out from other Service Provider(s) in open market. The difference if any will be recovered from the defaulter Service Provider and his earnest money/security deposit may also be forfeited.
- 21.** In the event of any breach/violation or contravention of any terms and conditions contained herein by the Service Provider, the Security Deposit of the Service Provider shall stand forfeited.

22. Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Providers personnel shall be directly borne by the Service Provider including all expenses/fines. The concerned Service Providers personnel shall attend the court as and when required.
23. If the Service Provider is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to the AIIMS for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of the AIIMS Bhopal.
24. During the course of contract, if any Service Providers personnel are found to be indulging in any corrupt practices or causing any loss of property in the Institution, the Director AIIMS Bhopal shall be entitled to terminate the contract forthwith duly forfeiting the Service Providers Performance Guarantee (Security Deposit).
25. The Service Provider shall not engage any such sub-Service Provider or transfer the contract to any other person in any manner.
26. The Service Provider shall indemnify and hold the Institution harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Service Provider.
27. **The Service Provider shall employ about 10% manpower from the category of Ex-Servicemen not above the age of 55 years. The Service Provider shall provide satisfactory proof of Ex-Servicemen status of the Security Guards before their deployment in the Institution. The Service Provider shall not employ any person below the age of 18 yrs. and above the age of 55 years. Manpower so engaged should be trained for providing security services and fire fighting services.**
28. **The Service Provider shall ensure to provide civilian female security guards in each shift in Girls Hostel, Emergency and wards and any other premises of AIIMS Bhopal.**
29. The Service Provider shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Institution will be at liberty to get anybody re-examine in case of any doubt. Only physically fit personnel shall be deployed for duty.
30. Security staff engaged by the Service Provider shall not take part in any staff union and association activities.
31. The Service Provider shall bear all the expenses incurred on the following items i.e. Provision of torches and cells, at his and other implements to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.
32. Service Provider will provide mobile phone or other communications to each supervisor on duty and to all security guards to ensure effective timely communication between them.
33. The AIIMS Bhopal shall not be responsible for providing residential accommodation to any of the employee of the Service Provider.
34. The AIIMS Bhopal shall not be under any obligation for providing employment to any of the worker of the Service Provider after the expiry of the contract. The AIIMS does not recognize any employee employer relationship with any of the workers of the Service Provider.

35. If as a result of post payment audit any overpayment is detected in respect of any work done by the Service Provider or alleged to have been done by the Service Provider under the tender, it shall be recovered by the Institution from the Service Provider.
36. If any underpayment is discovered, the amount shall be duly paid to the Service Provider by the Institution.
37. The Service Provider shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the AIIMS etc.
38. Security personnel will be eligible for paid weekly off.
39. Employee share of EPF and ESI contribution shall be recovered from the gross remuneration & balance amount is to be released to the security persons employed.
40. The Service Provider should have their own supervisory and quick response team in Bhopal to deal with any emergency situations.
41. Extra security personnel if required to the institute for short duration, service provider has to provide on short notice.
42. The Service Provider is expected to examine all Instructions, Forms Terms and Conditions in the Tender Documents, failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender documents in every respect will be at the Service Provider's risk and may result in rejection of his bid.
41. The tenderer shall not make or cause to be made any alteration, ensure or obliteration to the text of the Tender documents.
42. **Duration of Contract:-**
The initial period of the contract will be **one year** which would be extendable for a further period as may be mutually agreed by both the parties subject to a maximum of three years on the same T&C as stipulated in the tender document. **Director AIIMS Bhopal** reserves the right to terminate this initial contract without assigning any reasons thereof at any time after given one week notice to the selected service providing company / form / agency.
43. **FORCE MAJEURE**
If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or fifteen days, whichever is more, either party may at its option terminate the contract.
44. **Right to accept any Bid or reject any or all Bids :-**
44.1 The Director AIIMS Bhopal is not bound to accept the lowest or any bid and may at any time terminate the tendering process without assigning any reason

44.2 The Director AIIMS Bhopal may terminate the contract if it is found that the Service Provider is black listed during last 5 years by the any of the Govt. Departments/Institutions/Autonomous bodies/Local Bodies/Municipalities/Public Sector Undertakings, etc.

44.3 The Director AIIMS Bhopal may terminate the contract in the event the successful Service Provider fails to furnish the Security Deposit/Performance Security or fails to execute the agreement within specified period.

45 Award of Contract:-

45.1 The Director AIIMS Bhopal will award the contract to the successful evaluated Service Provider whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

45.2 After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate of service charges. In case two or more agencies are found to have quoted the same rates of service charge which is termed as the lowest service charge after complying with the all the Acts / provisions stated / referred to for adherence in the tender, AIIMS Bhopal reserve the right to decide the lowest bidder amongst them on the basis of highest value of gross income of the bidder as depicted in the IT Returns during the years 2015-16, 2016-17, 2017-18 and Audited financial statement.

45.3 The successful Service Provider by facsimile confirmed by letter transmitted by Registered post that his bid has been accepted (hereinafter and in the condition of contract called the “Letter of Award”)

45.4 The successful Service Provider will be required to execute an agreement within a period of 2 weeks from the date of issue of Letter of Award until extended by the Director AIIMS Bhopal up to a maximum of another two weeks.

46. The offers/bids which are not in consonance of Minimum Wages Act and any other Labour laws will be treated as invalid.

47. OBLIGATION OF THE SERVICE PROVIDER :

The Service Provider shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The Service Provider shall submit copies of acknowledgments evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the Service Provider in respect thereof, which may arise. The Service Provider shall also comply with all applicable statutory liabilities such as labour laws etc.

48. INTEGRITY PACT

It is here by declared that AIIMS Bhopal is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender / bid documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the AIIMS Bhopal.

49. Dispute Resolution

- a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director AIIMS Bhopal.
- b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

50. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Service Provider shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the Service Provider shall continue to be made in terms of the contract. Arbitration proceedings will be held at Bhopal.

51. JURISDICTION OF COURT

The courts at BHOPAL shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

Chapter-V

SCOPE OF WORK OF THE SERVICE PROVIDER

The Service Provider shall have to provide round-the-clock security services in the AIIMS Medical College Building, Ayush Building, Girls Hostel, Boys Hostel, Hospital Complex, Residential Complex located at Saket Nagar, Bhopal.

The Service Provider shall ensure protection of the patients, personnel & property of the Institute, prevent trespass with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicle inside the campus of the AIIMS Medical College Building, Ayush Building, Girls Hostel, Boys Hostel, Hospital Complex, Residential Complex etc. In case of any incident such as theft, robbery, fight, accident inside AIIMS Campus, it is the responsibility of Service Provider to coordinate with AIIMS Security Officer in lodging of FIR, legal proceeding etc.

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

1. The Service Provider will be responsible for overall security arrangements of the Medical College Building, Ayush Building, Hospital Complex, Girls Hostel, Boys Hostel & Residential Complex etc located at Saket Nagar, Bhopal.
2. Service Provider will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.
3. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the Director / His representative for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security personnel.
4. Deployment of Guards/Security Supervisors will be as per the instructions of the authorities of the AIIMS Bhopal from time to time and the Service Provider will be responsible for their optimum utilization.
5. Entry of the street-dogs and stray cattle into the premises is to be prevented. They should be at once driven out.
6. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises.
7. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
8. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire-fighting material available on the spot. They will also help the fire-fighting staff in extinguishing the fire or in any other natural calamities.
9. In emergency situations, security staff/supervisor/deployed shall also participate as per their role defined in the disaster plan, if any, of the AIIMS Security personnel should be sensitized for their role in such situations.
10. The Security Supervisor/Guards are required to display mature behavior, especially towards female staff, female visitors, patients and elderly persons. The Security Guards shall also assist the handicapped patients/visitors in reaching their desired locations, and also provide assistance to the serious patients, senior citizens & children's, in reaching casualty or other desired department/location.

- 11.** The Security Guard on duty shall not leave the premises until his reliever reports for duty.
- 12.** Any other duties/responsibilities assigned by the Institution Administration may be incorporated in the agreement. The same shall also be binding on the Service Provider.
- 13.** The parade ceremony shall be performed on the occasions of National Festivals (26th January & 15th August) by the Service Provider through the Security staff, and on the visit of any Govt. Dignitaries like Governor, Ministers, Defense Chief, Eminent Scientist, Noble Laurates etc. salute ceremony (Guard of Honour) shall be organized on behalf of Service Provider (if required).

RESOURCE REQUIREMENT TO THE SECURITY PERSONNELS

S.N	Description	Number required (Mandatory)	Penalty charges per week in case of non-availability of equipments /tools (in Rs.)
1	Cycle	20 Nos.	100/-
2	Search light (with the range of 100 mtr for night surveillance)	20 Nos.	200/-
3	Traffic warning lights	20 Nos.	100/-
4	Luminous jacket	15 Nos.	200/-
5	Rain coats	25 Nos.	100/-
6	Umbrellas	35 Nos.	50/-
7	Mobile phone for Medical College, Hospital Building & Housing Complex etc.	20 Nos.	200/-
8	Trolley mirror	5 Nos.	200/-
9	Shirt & Trousers, Cap Shoes, Belt, Name Tag, each Security Staff posted.	For all guards	200/- (per day/ per guard)
10	Woolen jacket (for winter season)	For all guards	200/- (per day/ per guard)
11	Metal Detectors	10 Nos.	500/-
12	Alcoholic Detectors	10 Nos.	200/-
13	Battens or Ruler	For all guards	50/-
14	Gum boots	06 Nos.	50/-
15	Whistles	For all guards	10/-

Note: 1. The number of items given above is to be maintained at site hence the necessary standby arrangement of equipments, materials shall be the Service Providers responsibility. Any shortage in the above if observed at site the necessary **penalties will be imposed.**

2. The Service Provider will have to provide two sets of uniforms and other accessories as per approved color code each year including I-Cards, Shoes, Cap, Belts whistle to all the security personnel & gum boots, rain coat (to whom required as per work allocation) of good quality. Colour code will be approved by the competent authority of AIIMS, Bhopal the dress includes full trousers, & shirt with full sleeves.

MANPOWER REQUIREMENT

S. No.	Manpower description	Nos.
1	Supervisors (Skilled) (Preferably Ex-Service Man)	18 Nos.(3 Shifts)
2	Trained Security Guards (Without arms)	300 Nos.(3 Shift)
3	Trained Security Guards (with arms)	06 Nos (3 Shifts)

It is the responsibility of Service Provider to provide minimum nos. of manpower as per the schedule all the Security staff posted by the Service Provider shall be verified of their police records and other information's prior to posting at AIIMS. The posted Security Staff shall not be having any relatives working in AIIMS.

Penalties: The penalties will be imposed on violation of terms and conditions of agreement as per the list given below:

S. No.	Description of Irregularities	Penalty
1	If the required workers are less than the minimum required.	@ Rs. 200/- per worker /day
2	Staff not in Uniform/ without I-Card.	@ Rs. 200/- per worker /day
3	Misbehavior by the Contract Manpower to AIIMS employee or patient/ patient relative/ visitors.	@ Rs. 500/- per incident
4	Recurring of irregularities given at S. No. 1 to 3	Double the penalties amount mentioned in Sr. No. 1 to 3

Note : In case the Service Provider fails to provide any of equipments tools, tackles continuously for a period of 15 (fifteen) days, AIIMS has the right to purchase the non-available equipments/tools or tackles on the market rates and deduct the cost of same from the Service Providers bill in addition to the imposition of applicable penalties.

**TECHNICAL BID PERFORMANCE ‘TO PROVIDE SECURITY SERVICES FOR
AIIMS BHOPAL’**

A. DETAILS OF SERVICE PROVIDER:

1	NAME OF TENDERING COMPANY/FIRM SERVICE PROVIDER	
2	NAME OF OWNER /DIRECTOR	
3	FULL PARTICULARS OF OFFICE	
	(a) Address	
	(b) Telephone No.	
	(c) Mobile No. (Contact Person)	
	(d) Fax No.	
	(e) E-Mail Address	
	(f) Legal status whether individual/proprietary/ partnership / Limited company or corporation	
4	FULL PARTICULAR OF THE BANKERS OF COMPANY/FIRM/	
	(a) Name of the Bank	
	(b) Address of the Bank	
	(c) Telephone No.	
	(d) Fax No.	
	(e) E-Mail Address	
	(f) RTGS/NEFT Code.	
5	REGISTRATION DETAILS (Attach self-attested Copies)	
	(a) PAN No.	
	(b) GST Registration No	
	(c) GST return 1 filed for 1 year	
	(d) GSTR-3B (is a Monthly self-declaration) last one year ending 31 st December 2018	
	(e) Goods and Service Tax (GST) No.	
	(f) E.P.F Registration No.	
	(g) E.S.I Registration No.	
	(h) Registration No. [Under Private Security Agencies (Regulation) Act. 2005]	No..... Valid up to.....
	(i) Registration Under DGR (if applicable)	No..... Valid up to.....
	(j) Registration Certificate Under Contract Labour (R&A) Act 1970	No..... Valid up to.....
6	DETAILS OF EARNEST MONEY DEPOSIT (non-interest bearing)	
	(a) Amount (Rs.)	
	(b) D.D./FDR No & Date	
	(c) Drawn on Bank	
	(d) Valid up to	
7	AVERAGE ANNUAL TURNOVER (Self attested copy of audited account by CA)	

	(a) 2015-16	Rs.			
	(b) 2016-17	Rs.			
	(c) 2017-18	Rs.			
8	Income Tax return of last three assessment years				
	(a) 2015-16				
	(b) 2016-17				
	(c) 2017-18				
9	LAST THREE YEAR EXPERIENCE (Clause 5 of eligibility criteria)				
Year	Name and address of the Organization, with whom contract completed	No. of manpower deployed	Value of contract (Rs)	Duration of contract	
				From	To
				dd/mm/yy	dd/mm/yy
1	2	3	4	5	6
2015-16					
2016-17					
2017-18					
Total value of all contracts during above years					
	Additional information, in any				

12. (i) STRENGTH OF SECURITY STAFF AVAILABLE WITH SERVICE PROVIDER AS ON THE DATE OF SUBMISSION OF BID

S. No. (1)	Designation (2)	No. of Persons (3)
1	Security Supervisor	
2	Security Guard (with Arms)	
3	Security Guard (without Arms)	

ii) Details of Other Security Staff (if) available with Service Provider

S. No. (1)	Designation (2)	No. of Persons (3)
1		
2		
3		

(iii) Total No of Security Personnel's.....No.

Date: _____ **Name:** _____ **Signature of Authorized Signatory**
Place: _____ **Seal:** _____

DECLARATION

1. I, Son / Daughter
of Shri Proprietor / Partner / Director /
Authorized Signatory of am competent to
sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby
convey my acceptance of the same.

3. The information / documents furnished along with the above applicable are true and authentic
to the best of my knowledge and belief. I/we, am / are well aware of the fact that furnishing of any
false information / fabricated document would lead to rejection of my tender at any stage liabilities
towards prosecution under appropriate law.

Signature of Authorized Signatory

Date : Full Name:

Place : Company's Seal:

N.B: The above declaration, duly signed and sealed by the authorized signatory of the service provider, should be enclosed with Technical Tender.

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED ONLINE

Confirm the enclosure of all the below documents without which Service Provider may not be eligible to participate in the tender.

S.No.	Items	Confirm
1.	Scanned copy of EMD	
2.	Registration certificate as required in clause 2.1 of eligibility criteria	
3.	Audited Balance Sheet or Turnover certificate by Chartered Accountant of last three years i.e. 2015-16, 2016-17 & 2017-18 (for same work only)	
4.	Income Tax statement of last three years (2015-16, 2016-17 & 2017-18)	
5.	GST Registration Certificate, with details of the last payment	
6.	GST Return 1 filed for Last one year.	
7.	GSTR-3B (is a monthly self-declaration) filed for last one year ending 31st December 2018.	
8.	Self-Attested Photo Copy of PAN Card	
9.	EPF Registration Certificate Copy, with last payment details	
10.	ESI Registration Certificate Copy, with last payment details	
11.	Registration certificates under contract labour (R&A) Act 1970. Copy of valid labour license.	
12.	Registration under private security agencies (Regulation Act 2005)	
13.	Copy of proof of depositing contribution towards EPF, ESI and GST ending last quarter ending Dec 2018	
14.	Technical Bid Performance Annexure-B	
15.	Declaration as per Annexure C	
16.	Scanned copy of undertaking to provide security services to AIIMS Bhopal in Annexure-E	
17.	Scanned copy of undertaking for Criminal Liability Annexure-F	
18.	Details of the Services undertaken during last three years Annexure-G	
19.	Performance certificate from previous principal employer Annexure-H	
20.	List of employees as per clause 4 of Eligibility Criteria under Chapter II	
21.	EMD / Bank Guarantee Format Annexure-L	
22.	PFMS Annexure-M	

Signature of Authorized Signatory

Date:

Full Name:

Place

Company's Seal

UNDERTAKING
(ON NON JUDICIAL STAMPED OF Rs. 100/-)

To,

The Director
All India Institute of Medical Sciences Bhopal
Saket Nagar
Bhopal – 462020

Subject :- E-Tender ‘To provide security services for AIIMS Bhopal’

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Private Security Agencies (Regulation) Act 2005, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide security services through Ex-Servicemen, Civil Security Guards & Security Supervisors.
5. I/We do hereby undertake that complete security of the Hospital Complex, Medical College Building, Ayush Building, Residential Complex, Girls Hostel, Boys Hostel at AIIMS Bhopal and located in city area of Bhopal shall be ensured by our Service Provider, as well as any other assignment considered by the AIIMS Administration.

Signature of the Service Provider

(Name and Address of the Service Provider)

Telephone No.....

E-mail:

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Non-judicial Stamp Paper of Rs.100/-duly attested by Public Notary)

I.....S/o..... Resident of

.....

..... Do solemnly pledge and affirm: -

1. That I am the proprietor /partner/authorized signatory of

M/s.

2. That my firm has not been declared defaulter by any Govt. Agency and that NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/ Blacklisting is pending against my firm.

Name & Signature

Seal of the participating Bidder Company

Affirmation/Verification

DETAILS OF THE SERVICES UNDERTAKEN DURING LAST THREE YEARS

S.N	Name and Address of organization where security services provided along with the contact No.	Contract Period (Start and end date)	No. of Security Personnel Deployed	Project period as per contract	Amount of Payment made by organization	Litigation/ Arbitration (if any)
1	2	3	4	5	6	7

Signature of the authorized signatory with seal

E-tender ‘To provide SECURITY SERVICE AT AIIMS BHOPAL’

Performance Report of works Referred in Annexure B and Annexure G

1. Name of Institution where services done :
2. Address of the Institute with Pin Code :
3. Contact Details (Cell No. & Email ID) :
4. Contract Agreement No. & Date :
5. Estimate annual cost of work e-tendered :
6. Contract cost of work awarded :
7. Date of commencement of services :
8. Date of completion of services :
9. Performance Report/Certificate

- (i) Quality of work
- (ii) Financial soundness
- (iii) Technical Proficiency
- (iv) Resourcefulness
- (iv) General Behavior

**Signature of the Performance Certificate issuing Authority
(Head/Director/MS/Manager with Stamp)**

Place:

Dated :

Proforma of Performance Bank Guarantee

In consideration of the Director All India Institute of Medical Sciences Bhopal (hereinafter called "The Principal Employer") having offered to accept the terms and conditions of the proposed agreement between AIIMS and.....(hereinafter called "the said Service Provider(s) for the work of Contract Manpower Supply (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. (Rupees..... only) as a security/ guarantee from the Service Provider(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We..... (herein after referred to as the "Bank") hereby undertake to (indicate the name of the Bank).

2. We do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the AIIMS stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Service Provider(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our

liability under this Guarantee we shall be restricted to an amount not exceeding Rs..... (Rupees.)

3. We, the said Bank, further undertake to pay to the AIIMS Bhopal any money so demanded not withstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment there under, and the Service Provider(s) shall have no claim against us for making such payment.

4. We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS Bhopal under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Administrative officer on behalf of the AIIMS Bhopal , certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said Service Provider(s), and accordingly discharges this guarantee.

5. We..... further agree with the AIIMS Bhopal that the AIIMS Bhopal (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said Service Provider(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS Bhopal against the said Service Provider(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Service Provider(s) or for any forbearance, act of omission on the part of the AIIMS Bhopal or any indulgence by the AIIMS to the said Service Provider(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s).

7. We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the AIIMS Bhopal in writing.

8. This guarantee shall be valid up to unless extended on demand by the AIIMS Bhopal Not withstanding anything mentioned above, our liability against this Guarantee is restricted to Rs..... (Rupees..... Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the day of for

(Indicate the name of the Service Provider)

Financial Bid for Security Services

Name of Service provider.....

S. No.	Type of Manpower	Tentative No.	Rates of Wages plus variable Dearness Allowance (VDA)
1	Security Supervisor	18 Nos	As per CLC*
2	Trained Security Guard (without arms)	300 Nos	As per CLC*
3	Trained Security Guard (with arms)	06 Nos	As per CLC*
4	Service Charges :		
	Percentage of service charge which should include the rental charges for the items mentioned in ANNEXURE-A.	Percentage in Figure	Percentage in words

Note :

- (A)*The rate of wage and VDA per day will be applicable as per the order issued by the Chief Labour Commissioner (C), Ministry of Labour and Employment, Govt. of India from time to time.
- (B) Employer contribution for EPF, ESI, EDLI and bonus will be reimbursed.
- (C) The agency will have to provide two sets of uniform per year including I Cards Shoes, Cap, Belts to all the workers & gum boots, rain coat (to whom required as per work allocation) of good quality, colour code, will be approved by the competent authority of AIIMS, the dress includes full trousers, & shirt with full sleeves.
- (D) Impractical Low Service Charge i.e less than 1% on the monthly wages shall be treated unresponsive and summarily rejected.
- (E) After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate of service charges. In case two or more agencies are found to have quoted the same rates of service charge which is termed as the lowest service charge after complying with the all the Acts / provisions stated / referred to for adherence in the tender, AIIMS Bhopal reserve the right to decide the lowest bidder amongst them on the basis of highest value of gross income of the bidder as depicted in the IT Returns during the years 2015-16, 2016-17, 2017-18 and Audited financial statement.
- (F) The contractor has to ensure payment on the basis of current minimum wages rates applicable in the Bhopal, circle as per Central Govt. Rules to the workers deployed at AIIMS. The contractor will have to make payment through NEFT after opening of individual bank account for the workers deployed at AIIMS by the contractor and

also forward the copy of the monthly bank statements of the concerned workers to this office after depositing the cheques. Further, the copy of ESI cards, EPF No. issued to the workers should also be submitted to this office.

I/we also declare that, I/we will abide by all the rules and regulation of AIIMS Bhopal, If awarded the Tender. I/we are also aware that the Director of the institute reserves his right to cancel our Tender in part or full without assigning any reason, what so ever, and for the same, I/we will have no right to challenge the same in any court of law.

**Signature of Authorized
Signatory**

Date :

Full Name:

Place:

Company's Seal

ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS)
BHOPAL

Saket Nagar, Bhopal-462020 (India)
(To be made on Rs.100.00 Non Judicial Stamp Paper)

DRAFT AGREEMENT FORMAT

This agreement is made at Bhopal on the _____ day of _____ Two thousand Nineteen between the Director, All India Institute of Medical Sciences, Bhopal, acting through Authorized Signatory, AIIMS, Bhopal, having its office at AIIMS, Bhopal-462020 (hereinafter called 'Principal Employer' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Part.

Second Part

M/s _____, having its registered office at

(hereinafter called the 'Service Provider' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the Second Part .

WHEREAS the 'Principal Employer' is desirous to engage the 'Service Provider' for providing Security Services for AIIMS, BHOPAL at Bhopal on the terms and conditions stated below:

1. The Service Provider shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc. relating to security personnel deployed in AIIMS, BHOPAL. The 'Principal Employer' shall have no liability in this regard.
2. The Service Provider shall be solely responsible for any accident / medical / health related liability / compensation for the personnel deployed by it at AIIMS, Bhopal site. The 'Principal Employer' shall have no liability in this regard.
3. Any violation of instruction / agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving one month notice on either side.
5. In case of non-compliance with the contract, the 'Principal Employer' reserves its right to:
 - a. Cancel / revoke the contract; and / or
 - b. Impose penalty up to 10% of the Total Annual Value of contract.
6. Security Deposit equal to 10% of the Annual Contract Value (refundable without interest after three months of termination of contract) in the form of Demand Draft or Bank Guarantee shall be furnished by the 'Service Provider' at the time of signing of the Agreement.

Seal & Sign of Bidder _____

7. The 'Service Provider' shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed.
8. The security personnel provided by the 'Service Provider' will not claim to become the employees of AIIMS, BHOPAL and there will be no Employee and Employer relationship between the personnel engaged by the 'Service Provider' for deployment in AIIMS, BHOPAL.
9. There would be no increase in rates payable to the personnel's deployed by the 'Service Provider' during the contract period except as revised time to time by the Central Govt.
10. The 'Service Provider' also agrees to comply with Terms and Conditions as stipulated in the Tender document including amendments.
11. Decision of 'Principal Employer' in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the 'Service Provider'.
12. The 'Service Provider' shall ensure strict compliance of all rules, regulations, act and laws as may be applicable to this contract and shall be solely responsible for the same. The 'Service Provider' shall keep 'Principal Employer' fully indemnified against all kind of liability of tax, interest, penalty, compensation etc.
13. In case of any dispute between the 'Service Provider' and 'Principal Employer', 'Principal Employer' shall have the right to decide. However, all matters of jurisdiction shall be subject to local court Bhopal.

THIS AGREEMENT will take effect from _____ day of _____

Two thousand Nineteen and shall be valid for one year.

IN WITNESS WHEREOF both the parties here to have caused the irrespective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in Bhopal in the presence of the witness:

For and on behalf of the 'Service Provider'

For and on behalf of the 'AIIMS, Bhopal'

Signature of the authorized Signatory

Signature of the authorized Official

Name of the authorized Signatory

Name of the Official

Stamp / Seal of the 'Service Provider'

SIGNED, SEALED AND DELIVERED

By the said

By the said _____
 _____ (Name)

_____ (Name)

on behalf of the 'Service Provider' in presence of

on behalf of the 'AIIMS, Bhopal' in presence of

Witness _____

Witness _____

Name _____

Name _____

Address : _____

Address _____

Seal & Sign of Bidder _____

e-Tender ‘To Provide Security Services for AIIMS Bhopal’

FORMAT FOR EMD/BANK GUARANTEE

Whereas _____ (hereinafter called the “Bidder”) has submitted its quotation dated _____ for providing Security Services to AIIMS Bhopal (hereinafter called the “E-tender”) against the Receiver’s E-tender Enquiry No. _____ Know all persons by these _____ presents that we _____ of _____ (Hereinafter called the “Bank”) having our registered office at _____ are bound unto _____ (hereinafter called the “Receiver”) in the sum of _____ for which payment will and truly to be made to the said Receiver, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____. The conditions of this obligation are:

If the Bidder withdraws or amends, impairs or derogates from the e-tender in any respect within the period of validity of this e-tender.

If the Bidder having been notified of the acceptance of his e-tender by the Receiver during the period of its validity (180 Days):-

a) fails or refuses to furnish the performance security for the due performance of the contract.

or

b) fails or refuses to accept/execute the contract.

or

c) if it comes to notice that the information/documents furnished in its e-tender is incorrect, false, misleading or forged

We undertake to pay the Receiver up to the above amount upon receipt of its first written demand, without the Receiver having to substantiate its demand, provided that in its demand the Receiver will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This EMD Bank Guarantee will remain in force for a period of additional 180 Days (One Eighty days) after the period of e-tender validity (180 Days) i.e. total validity of EMD should be 180 Days (i.e. Six Month) from the scheduled date of submission of Bid and any demand in respect thereof should reach the Bank not later than the above date.

Signature of the authorized Office of the issuing Branch of the Bank _____

Name and designation of the Officer _____

Seal, Name & Address of the Bank _____

Address of the issuing Branch with Telephone No. & Email ID _____

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES BHOPAL
PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS) VENDOR REGISTRATION
FORM**

PFMS UNIQUE CODE:

(This code will issued by the AIIMS Bhopal's Finance Deptt.)

S. No.	Head Name	Details
1	Vendor Name	
2	Father/Husband/Owner Name	
3	Date of Birth	
4	PAN Number (Preferably in the Name of Firm) (A duly singed and stamped copy must enclosed)	
5	Aadhaar Number	
6	TAN Number (A duly singed and stamped copy must enclosed)	
7	GST/VAT/TIN Number (A duly singed and stamped copy must enclosed)	
8	Service Tax No. (A duly singed and stamped copy must enclosed)	
9	Address 1	
10	Address 2	
11	Address 3	
12	City	
13	Country	
14	State	
15	District	
16	Pin Code	
17	Mobile No.	
18	Phone No.	
19	Email ID	
20	Bank Name	
21	IFSC Code	
22	Account Number	
23	Cancelled Cheque Copy must enclose	

Note: All above requested documents duly attested copies with this form must be enclosed by the Vendor

DATE :

PLACE:

VENDOR SIGNATURE WITH SEAL

* * * * *